



DEPARTMENT OF THE ARMY
HEADQUARTERS, 26TH AREA SUPPORT GROUP
UNIT 29237
APO AE 09102-9237

AEUSG-CA-RFS

1 December 2004

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: 26th ASG DCA Staff Memorandum 18A, Calendar Year (CY) 2004/2005 Child and Youth Services (CYS) Fee Policies and Program Guidance

This memorandum expires two years from date of publication

1. References:

- a. Memorandum, CFSC-CYS, 10 March 2004, Subject: Calendar Year (CY) 2004/2005 Army Child and Youth Services (CYS) Fee Policies and Guidance.
- b. Memorandum, SFIM-EU-Z, 8 January 2003, Subject: Memorandum for Calendar Year (CY) 2003 Installation Management Agency-Europe Region, (IMA-E) Child and Youth Services (CYS) Fee Policies and Guidance.

2. The following 26th ASG CYS policies are defined below with the exception of the FCC Subsidy program, which is outlined in enclosure 2: respite care, staff discount, parent participation discount, youth volunteer discount, Category D sports fees, team sports multiple child reduction, coaches discount, and the Commander's Hardship Policy.

- a. These fee policies and program procedures are in addition to the fee policies and guidance mandated in references 1.a and 1.b.
- b. Base Support Battalions (BSB) may not change or modify CFSC, IMA-E, or ASG fees/procedures. An exception to policy request must be in writing and submitted to 26th ASG Recreation and Family Support (RFS) Division. Each BSB will ensure parents receive a copy of the CFSC, IMA-E, and 26th ASG policies during initial registration. Parents will sign the Sponsor Agreement, DA Form 5222-R, or other appropriate supplemental sheet verifying receipt of the CY 2004/2005 policies.

3. The 26th ASG fee policies for the abovementioned programs are described below.

a. Respite Care. To facilitate respite care opportunities for young military families, BSBs will offer ten (10) free hours of hourly or drop-in care per child per month to families in which the sponsor is SPC (E4) or below. All families SPC (E4) and below can use this service during hours when CYS programs are operational. A program will be established to allow these hours to be redeemed in hourly Family Child Care homes. Patrons cannot apply these free hours to full-or part-time programs. CYS cannot carry unused hours from one month to the next. Hours are not transferable to other children in a family or to other patrons. The BSB Commander may waive the registration fee if the soldier using the free care is not a regular CYS patron. The waiver must be in writing and included in the child's file. A waiver is valid for one registration year. The family must meet all admission requirements and complete all CYS registration paperwork. Each BSB CYS program will honor Respite Care "10 hour" cards from patrons registered with other IMA-E CYS organizations.

b. Staff Discount. All BSB CYS employees will receive a 20 percent staff discount on applicable fees for their most expensive child in care during their assigned duty hours. The Multiple Child Reduction (MCR) IAW IMA-E policy also applies to additional children in their family. No other discounts apply. Staff must process through Central Registration and complete required registration paperwork. Staff will be responsible for late fees IAW the CFSC and 26th ASG policies.

c. Parent Participation Discount (PPD). Child Development Center (CDC) and School-Age Services (SAS) fees may be reduced by 10 percent for parents who volunteer on a regular basis in CYS programs and/or for defined projects. The 10% PPD will be in addition to the MCR, if applicable. The 10% PPD will be based on specific criteria approved by the BSB commander. Patrons and the CYS Parent/Youth Advisory Board will receive a SOP, which describes the procedures and criteria for the PPD.

d. Youth Volunteer Discount (YVD). The registration fee and/or special events fee may be reduced or waived when a youth/teen volunteers in a CYS program. The YVD will be based on specific criteria approved by the BSB commander. A SOP describing the YVD and specific criteria will be provided to patrons, youth, and the CYS Parent/Youth Advisory Board.

e. Category D Sports Fees. The BSB will select activity fees for category D sports (ice hockey and competitive swimming) after completing a cost analysis study, which uses a break even standard.

f. Team Sports Multiple Child Reduction (TSMCR). A CYS Team Sports Multiple Child Reduction (TSMCR) of 10% will be given to a family with multiple children (after the first) participating in the same team sport, i.e. the first child pays the full fee with each remaining child in the same family receiving the 10% TSMCR.

g. Coaches Discount (CD). Discounts for CYS volunteer coaches' children participating in any CYS team sport in a given season are authorized. The volunteer coach's first child will play free. All other children in the same family will receive a 50% MCR discount. Coaches cannot combine their CD discount with any other discount in order to further decrease their sports participation fees.

h. Commander's Hardship Policy. The BSB commander has the authority to adjust CDC and/or SAS fees for patrons facing financial hardships and/or other extenuating circumstances that affect their ability to meet established payment schedules. A community financial planning services (such as Army Community Services) will evaluate hardship cases. Results of the evaluation are provided to the CYS Coordinator, who then makes a written recommendation to the commander. Hardship cases should be reviewed no less than every six months to determine if the patron continues to require assistance. All records are on file for no less than 5 years and as long as the family is in the community. As part of the annual fee review, Central Registration must provide information (total family income and reason for consideration) to DoD on all hardship waivers granted.

4. The 26th ASG CYS Fee Policy includes selected program policies from the USAREUR FY 02 CYS Fee Policy. These selected policies outlined in enclosure 1 contribute to the consistency and predictability of 26th ASG CYS programs.

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5. Proponent for this policy is the 26th ASG Recreation and Family Support (RFS) Division, DSN 373-8422, FAX 06221-160387.

FOR THE COMMANDER:

2 Encls

1. Program policies

2. FCC Subsidy

/s/

FREDRICK LEHMAN

Deputy to the Commander

DISTRIBUTION:

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26TH ASG PROGRAM POLICIES
(Noted formerly as USAREUR FY 02 CYS Fee Policies)

The following policies are applicable in 26th ASG CYS programs/services.

1. **CYS SPACE/STAFFING.** BSB CYS programs will implement the following practices to maximize program space/staffing while complying with developmental program requirements: over-enrolling up to 10 percent of total enrollment to compensate for documented reduced average daily attendance due to absenteeism in full-day programs; combining children during early morning arrival and end-of-day departure periods; instituting stringent hourly reservation/cancellation policies; reducing time lost in filling child vacancies; using all CYS delivery systems to meet patron demand; and using various groupings when enrollment is low (e.g. mixed age groupings, free flow/choice of youth, and partnerships with DoDDS and other MWR programs).

2. **CENTRAL REGISTRATION/REFERRAL.** Child and Youth Services Liaison, Education, and Outreach Services (CLEOS) will be responsible for all central registration and referral activities for all CYS programs/services. AE Form 608-10U-R, Child and Youth Services Registration Form, will be used to register all children/youth.

a. Each BSB must determine the most efficient and family-friendly method of implementing registration activities. Satellite registration sites may be established for customer service. However, patrons should not be required to go to multiple sites for accomplishing registration for CYS programs/services. The purpose of one-stop registration sites is to allow families to enroll all of their children at one time, receive resource and referral information, guarantee proper coordination is completed for children with special needs, ensure consistent database entry needed for annual reporting, and initiate/maintain a centralized filing system.

b. Patrons may not access any CYS programs/services until children or youth are completely registered. Child Development Services (CDS) and SAS patrons may pay their initial registration fee when they accept a CDS/SAS space. Patrons are not required to pay a registration fee to be placed on the waiting list. The Multiple Child Reduction (MCR) may not be applied to the registration fee.

c. Parents will complete DD Form 2652, Application for Department of Defense Child Care Fees. Central Enrollment/Registration (CER) will compare the completed form with the Total Family Income (TFI) documentation to verify accuracy and completeness of data, assign a fee category, and calculate fees. The clerk will ensure the sponsor or spouse has signed Section III, Certification of Sponsor. If it appears errors or omissions have been made, the clerk may ask patrons to re-evaluate the application. CER is not responsible for form completion or income validation; however, CER, or the command, may conduct an audit to review accuracy of submitted information.

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d. CER will complete the bottom of DD Form 2652, which includes the fee category and the fee for each child registered. A copy of this portion of DD Form 2652 is sent as part of the registration packet to the assigned program. CER must maintain confidentiality of records containing patron data at all times. Family income data is particularly sensitive. The original DOD Fee Application will be maintained in the child's records at CER only. Parents should also keep a copy for their records. Parents should not leave additional financial documentation with CER personnel. CER will not keep additional financial documentation on file.

e. Sports fees may be prorated for children registering after mid-season.

3. EMERGENCY CARE. CYS will make provision for emergency care situations. Directors will make every effort to accommodate children of parents with emergencies without undue delay or difficulty. "Emergency" is defined as a situation arising with little or no notice allowing insufficient time for normal back-up plans to be put in place. Examples include medical emergency, family crisis, and unexpected closure of a FCC home with no back up. Modified registration procedures apply. CYS Chiefs will approve any exception to policy on a case-by-case basis. Exceptions to policy will be valid only as long as the crisis exists. Commanders may consider lower hourly rates for emergency care on a case-by-case basis.

4. LATE PAYMENT POLICY. Fees for full- and part-day programs must be paid monthly or semi-monthly in advance of services. If a patron fails to pay the first of the month fee within the first five working days of the month or the mid-month payment within the BSB determined payment period, CDS/SAS will assess a \$10-per-child late fee. Patrons will be denied service on the 6th working day or handled as a hardship case and referred to the ACS financial planning counselor. Parents who fail to pay sports registration fees by the 5th working day after the advertised sign-up deadline will be assessed a \$10 per child late payment fee. Each BSB will develop an SOP that clearly outlines procedures for managing late payments. A fee for hourly services must be paid on the day service is rendered.

5. LATE PICK-UP POLICY. The patron must pay late pick-up fees the next morning or before children are readmitted to the program; the fee cannot be "put on account" and paid with next month's service payment. Each BSB will develop a late pick-up SOP to ensure that procedures have been established to care for children left at a program after closing. The SOP will be coordinated with all applicable agencies (PMO, SJA, SWS, FAPM). CDC will apply the late pick-up fee if a hourly/part-day preschool child is left in the facility after closing time, rather than at the end of the reserved hourly time or part-day preschool session. SAS will apply the same policy with an occasional (hourly) child.

6. REFUND POLICY. If the minimum 2-week notice is given after a monthly payment is made, the patron may be entitled to a partial refund. All refunds are calculated based on an average 21-day month. To calculate the refund, divide the monthly fee paid by the parent by 21 and round up to the next dollar, which will give you the daily rate. Multiply the daily rate times the number of weekly days used. Subtract this amount from the monthly fee paid by the parent to date. Commanders may establish a local policy for patron refunds for unexpected, prolonged absenteeism due to serious illness or family emergency supported by emergency leave orders. Refunds will be issued according to USAREUR Regulation 215-5. Refunds or credits will not be issued for absenteeism due to inclement weather, training holidays, or short duration (1-2 days) facility closures.

7. USAREUR TRAINING HOLIDAYS.

a. USAREUR Training Holidays are full service days for all CYS programs. At least one CDC and/or SAS program will remain open for normal operating (parental duty) hours. To determine which facility will remain open, a parent survey must be conducted and parents given a 2-week notice of changes. The BSB CDR will approve any changes/adjustments to CDS/SAS hours/services on USAREUR Training Holidays.

b. With the approval of the BSB Commander, and in conjunction with CYS Parent and Youth Advisory Council, CYS Chiefs may close CYS programs/facilities twice a year on a USAREUR training holiday to conduct mandated CYS training. Parents must be notified at least 60 days in advance of such closures and be given assistance, when necessary, to find alternative care at no additional cost.

8. PROGRAM POLICIES.

a. CHILD DEVELOPMENT SERVICES.

(1) Full day programs provide services for working parents or full-time students requiring childcare 5-12 hours per day on a regularly scheduled basis. Fees are prorated using a 21-day month so parents pay the same amount each payment period. Weekend, federal holidays, and 5 miscellaneous days (child-illness days, inclement weather, parent day-off, excessive/heat/cold in facility, etc.) were deducted before establishing the rate. These 5 days are not intended to be “non-service” days in CDS programs on USAREUR training holidays.

(2) Kindergarteners are not eligible to attend SAS summer camp. During the summer, all kindergarten patrons will pay the full-day CDC rate. Kindergarten children will remain in the CDS program for the summer between kindergarten and first grade.

(3) Hourly/walk-in spaces are for short-term care provided on an intermittent basis. Full- or part-day overflow patrons requiring services on a regular basis will not fill hourly spaces. CDCs can incorporate hourly children into full-day programs on an as-needed basis, provided priority is always given to full-day children on the excess demand waiting list.

(4) FCC providers may occasionally reserve hourly space in the CDC/SAS for substitute/respite care. Providers will be charged no more than \$1 per hour per child.

(5) Part-day preschool parents pay the same fee each month during the preschool year (including months with holiday breaks). Projected teacher workdays and other school closures were deducted before establishing the part-day preschool rate; therefore, refunds will not be issued for days when preschool is not held due to school closures. If space, staffing, and need permit, BSBs may offer a summer part-day preschool session using the same monthly rate. When a parent is more than 15 minutes late picking up a part-day preschool child, the child will be checked into an hourly care program and the patron will be charged the \$2.50 per hour rate.

b. SCHOOL AGE SERVICES.

(1) Children must be in 1st grade to participate in SAS programs. Regular SAS users are those children enrolled in Before-School, After-School, or Before-and-After School programs. These children generally attend every day (usually more than 5 hours per week) and pay the appropriate monthly SAS fees. Occasional/intermittent users are those children who are not enrolled in Before-School, After-School, or Before-After school programs and use SAS generally for open recreation (less than 5 hours per week). They pay SAS occasional fees (\$1.50/hr [\$1.25/hr for Cat 1]).

(2) The 5 or 10 day leave provision does not apply to SAS users who are not enrolled in regular before, after, or before/after school programs. On school-out days, SAS will incorporate occasional children into full-day programs. Occasional users may use their 5 free hours and pay the hourly rate for additional hours on school-out days.

(3) The 5 free hours of “open recreation” per month as part of the annual CYS registration fee are not cumulative. Occasional users may use their 5 free hours during after-school and camp programs and on “school-out” days. They must make a reservation in advance.

c. MIDDLE SCHOOL/TEEN SUMMER PROGRAM 2003. A fee of \$20.00 per youth per week will be charged for all middle school youth and teens for extended hours (generally 0730-1300) supporting summer programs/camps. Meals and snacks will be provided.

9. **VOLUNTEER ORGANIZATIONS.** Community organizations (Red Cross, ACS, SWS, etc.) may coordinate with CYS for special childcare arrangements for volunteers or respite care cases. Organizations must sign a Memorandum of Agreement outlining use requirements and payment arrangements. Contracted blocks of time or voucher/coupon systems are frequently used. The hourly rate (\$2.50/hour) and all hourly policies apply to members of volunteer organizations using CYS services. CYS Chiefs and Installation Volunteer Coordinators (IVC) will jointly review the demand for volunteer care and identify reserved spaces needed for volunteer use. Chiefs and IVCs will review assessment and program data to identify low-use hours and settings that can be used to provide additional volunteer hours.

26th ASG Family Child Care (FCC) Subsidy Assistance Program (SAP)

1. The purpose of the 26th ASG FCC SAP is to make quarters-based childcare more affordable by keeping FCCSAP participants' fees within the CDS center-based fee range and to reduce CDS waiting lists by attracting more patrons into the FCC program.
2. **ENROLLMENT CRITERIA.** Providers will submit a request to enter the subsidy program (AE Form 608-10M-R). This request will be forwarded to the FCC Director and will be updated prior to the beginning of a new fiscal year or as changes occur. In order to participate, the applicant must follow procedures outlined in AR 608-10 for Family Child Care Homes
3. **DENIAL / SUSPENSION CRITERIA.** Providers may be denied subsidy or be suspended from the FCCSAP if any of the following occurs:
 - a. Noncompliance with FCC standards in the home.
 - b. Submission of fraudulent claims. Instances of suspected fraudulent claims will be referred to the Legal Center for assistance in notifying the appropriate law enforcement agency.
 - c. FCC home fees exceeding the IMA-E/ASG fee policy (based on total family income).
 - d. Refusal by the provider to provide services for any child based on family income.
 - e. Providers claiming subsidy for their own children.
 - f. Children for whom the FCC provider is a guardian (those children on family care plans) are considered the same as the children of the provider and are not eligible for any direct subsidy. If said child is a regular user and subsidy is being received, it will cease the day guardianship goes into effect. A copy of the paperwork must be in the providers' official file.
4. **REQUIRED DIRECT SUBSIDIES.** To the extent that funds allow, the following subsidies are required at each BSB.
 - a. **Fee Equity:** This subsidy is for income categories I & II patrons and is used to equal the amount paid by patrons in Category III. The subsidy is paid directly to the provider and applies to full day, part day and before / after school programs only.

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b. Extended Hours Care: This subsidy is for mission related care in the evenings, on weekends, during unusual work hours, shifts or over 12-hours a day, not to exceed 14 consecutive days. Parents will pay for Saturday, Sunday, and Federal Holiday care based on the daily rate as determined by their total family income (TFI). The subsidy is \$3.50 per hour not to exceed \$14 per day during the week; \$3.50 per hour NTE \$24 per day on weekends & federal Holidays; and \$10 per overnight stay. Weekends are defined as 0600 Saturday to 0600 Monday.

c. Long Term Care: This subsidy is for care provided to children 24-hours a day when active-duty, single or dual career parents are temporarily absent for 15 to 60 days in support of a military mission. Parents will pay normal full day rates for Saturday and Sunday care based on the daily rate, as determined by their TFI. Subsidy will be \$24 per day.

d. Infant/Toddler Homes: The following subsidies are in effect.

4 weeks – 12 months: \$150 per child per month.

13 – 24 months: \$100 per child per month

25 – 36 months: \$50 per child per month

e. Training and Support Services (mentors): This subsidy is for Military Home Accreditation (MHA) star providers who serve as a mentor, are completing assignments and whose home is operational. The rate is \$75 per-month.

f. Professional Development: This subsidy will be given as a one-time subsidy award for demonstrating a higher level of competence as evidenced by achieving the Child Development Associate (CDA) or Military Family Child Care Home Accreditation (MHA). If providers achieve both, they will receive the subsidy for each achievement. This subsidy may only be awarded one time in their FCC career. This subsidy is \$750 and is subject to additional funding from IMA-E.

g. Food Reimbursement: This subsidy applies only to full-day and part-day children. The provider must use approved menus for care during duty hours and for dinner & weekend meals when providing extended and long-term care.

\$75 month – Full Day (parent workweek)

50% Part Day – 2-5 hours (100% spring, Christmas break)

\$4 per day, for weekend, extended hours after 1830 & long term care.

h. Special Needs: This subsidy applies when placement is determined by the Special Needs Resource Team (SNRT). The team will also decide the severity of special needs and recommend the subsidy to be paid.

Mild to moderate	\$0 - \$100 per month
Moderate to severe	\$150 – CAT III equivalent

The moderate to severe category encompasses children with significant / severe special needs requiring increased care and supervision, adapted program, special equipment, or environment modifications as identified by the SNRT.

i. Hourly Care: This subsidy is provided for drop-in or part-time care such as special events, surge care, care for children of volunteers, medical appointments and recreational activities. Parents pay the same rate as CDC/SAS. Subsidy pays the difference to \$3.50 and is NTE 15 hours, per child, per week.

j. Staff Discount: All BSB CYS direct care employees will receive a 20% staff discount on applicable fees for their first child in care in support of their assigned duty hours. Subsidy will pay this discount when children are in FCC.

k. 10 Free Hours: This reimbursement will be given to providers when they provide free hours of care. Each BSB will develop a procedure for informing the provider which families are eligible for 10 free hours of care (10 hours per month at \$3.50 per hour).

7. OPTIONAL DIRECT SUBSIDIES. The substitute provider subsidy will only be paid if funds are available, and they meet a critical unmet demand. The rate is \$50 per month or daily rate for active substitutes, in accordance with local SOP.

8. REQUIRED INCENTIVES AND SUPPORT (INDIRECT SUBSIDIES).

a. Resource Library: Each installation system will equip and maintain a comprehensive resource library from which providers can borrow materials to be used in the care of children enrolled. The resource libraries will include a variety of equipment such as strollers, car seats, and cribs, developmentally appropriate toys for all age groups, safety and health items (i.e., smoke alarms, safety locks). Expendable items may also be included through the library.

b. Starter Kit: This \$100 subsidy is for items that contribute to the program and are not available at the lending library. The FCC Director will provide a list of approved items.

c. Provider Training during Duty Hours: Training needed for certification and annual training will generally be offered during the provider's duty day. Childcare arrangements will be made within CYS programs as necessary, at no cost to the provider.

d. RIMP: The RIMP will provide for the payment of certain claims arising from the provision of childcare by the providers. Fees for provisional and certified providers to participate in RIMP are centrally funded at the Department of Army.

e. Family Child Care Recognition Items: Recognition items outlined in the Army CDS Recognition Plan will be provided.

9. Subsidies are determined by enrollment and prorated as described below. Subsidies are applicable to working parents requiring full day, part day, and before / after school only.

a. To receive 100% subsidy payment, the parent must have a full-time contract, and child must be in attendance for a minimum of 15 days per month, as verified on AE Form 608-10L-R.

b. To receive 75% subsidy payment, the child must be in attendance for a minimum of 11 days per month as verified on AE Form 608-10L-R.

c. To receive 50% subsidy payment, the child must be in attendance for a minimum of 8 days per month as verified by AE Form 608-10L-R

d. If the child is in attendance less than 8 (eight) days, the subsidy is pro-rated by day.

e. If children are in care less than 8 days during a month \$2.85 a day is authorized for food.

f. If a child is absent (illness or emergency leave), providers will continue to receive subsidies as long as the child is enrolled. This would be reviewed if absence exceeds 30-days. Subsidies will not be paid for days that the provider does not provide services.

10. The FCCSAP will be terminated upon depletion of funds. Providers and patrons will be given a 30-day notice of changes.